Department of Environmental Protection

Drinking Water Program - 6th Floor One Winter Street ~ Boston, MA 02108

Certified Operator Compliance Notice

Instruction Page

Public water system owners use the following form when hiring a contract operator to run their system.

The **original** compliance notice (form) must be completed by both, the public water system and certified operator.

When filling out the form, note that there are several versions in the section entitled, "Typical Duties and Responsibilities of a Public Water System Certified Operator." Complete only the form that corresponds to your public water system type. (Discard the others.) The completed sheet becomes part of the form.

Be sure both PWS owner and the contracted certified operator sign and date form.

Submit the completed **original** form to the Department of Environmental Protection, Certified Operators 6th Floor, One Winter Street, Boston, MA 02108. DEP will review, approve/disapprove, and sign the form. DEP will return the **original** signed form to the public water system, with a copy retained in DEP's files and a copy sent to the operator.

The public water system will retain the **original** form in their files.

If you have any questions contact Marie Tennant at 617-292-5885 or <Marie.Tennant-DEP@state.ma.us>.



Commonwealth of Massachusetts Executive Office of Environmental Affairs

Department of Environmental Protection

One Winter Street, Boston, MA 02108 617-292-5500

Jane Swift Governor Bob Durand Secretary

Lauren A. Liss Commissioner

PUBLIC WATER SYSTEM CERTIFIED OPERATOR COMPLIANCE NOTICE

Revised Aug 2001

A Massachusetts Public Water System may contract the services of a Massachusetts Certified Drinking Water Operator for the purpose of fulfilling its statutory obligation under *MGL Chapter 112 Section 87DDDD* and *310 CMR 22.11 B of the Massachusetts Drinking Water Regulations*. To grant this exemption, the Department of Environmental Protection (DEP) requires written approval of a staffing and comprehensive operations plan (310 CMR 22.11B 5(b). This compliance notice (form) satisfies that requirement when it is completed, signed, and approved by all parties.

The duties and responsibilities listed in this document should act as a guideline for small system owners to be used when they employ a contracted operator to be the person who is in responsible charge of the system. A comprehensive list of recommended duties and frequencies is provided to give both the operator and the system owner a better understanding not only of what is expected, but what is required to operate a system to stay in compliance with the *Massachusetts Drinking Water Regulations 310 CMR 22.00*. Operators and owners of systems should use this document as a guideline in determining operational requirements of the system. Although this is a comprehensive list of duties, it does not necessarily include all duties required to maintain compliance with the DEP and Federal regulations and guidelines.

The system intends to comply with the provisions of 310 CMR 22.11B by contracting with a Massachusetts Certified Drinking Water Operator. The system must ensure that the operator holds a full status Massachusetts Drinking Water Operators Certification equal to or greater than the class of the system. The system recognizes its obligation and assumes the responsibility of notifying DEP within 24 hours of any change in operators. (System has 30 days to provide documentation for procuring a new operator..)

To insure proper operation, management, and maintenance of the system, the operator agrees to perform his/her duties as specified within this document in accordance with 310 CMR 22.00, Massachusetts Drinking Water Regulations and any other applicable policies and guidelines. The operator will be available on a regular and emergency basis as stated on this form. In certain cases, with DEP approval, the operator can supervise the system without being present on a daily basis provided that (1) between scheduled visits the operator has a person affiliated with the system actin under his/her derection, and (2) that this person can properly operate the system and detect operation malfunctions in the absence of the primatry operator.

The system and operator will notify all interested parties of the existence and responsibilities of this compliance notice.		
Operator's Signature	Date	
System Owner's Signature	Date	

Once both parties have signed and completed all pages of this form, submit to DEP for approval with all appropriate attachments.

Boxes are for DEP use.

Bos-track	Reg-WQTS	Oper Status		Copies Is	sued	
			PWS	Operator	Region	Boston

Section 1 - System Informat	ion			
Public Water System:	PWSID#			
Address:		_ City/Town:		MA ZIP:
Print Owner's Name:		Ti	tle:	
Mailing Address:	City/Tov	/n:	State:	Zip:
Phone number:	E-mail Ac	ldress		
System Type: Community	Non-Transient Noncom	munity 📗 Tr	ansient Noncommunity	
Population: winte	r summ	er Distri	bution Class: I II III	IV VND VSS
Treatment: Yes No No	Treatment Class: I	II III IV		
If yes, please specify treatment type(s) and purpose of treateme	ent and chemical	s used:	
Section 2 - Operator's Infor	mation			
		License #	Grade	OIT or Full
Print Name:		License #	Grade	OIT or Full
Address:		P	none number:	
City/Town:	City/Town:			
E-mail Address				
will assume responsibility as the	ne [Primary / Seconda	ary] operator	for hours per	day,
days per [week /month]	and will be able to re	spond to an e	emergency within	minutes.
Diagram light the manner and DIA/O II	2 #			-4 : 6
Please list the names and PWS II Public Water System	PWS ID #	Public Water	· · · · · · · · · · · · · · · · · · ·	PWS ID #
,				

Section 3 - Typical Duties and Responsibilities

There are several different "Typical Duties and Responsibilities" sheets attached to this document. System owner and operator are to jointly complete the sheet that best describes the system. That sheet becomes part of this document. Discard the sheets that do not pertain to your particular system.

Section 4 - Other Duties	
List other duties to be operator's responsibility:	
List other duties to be the system's responsibility:	
Continue 5 Demonstrated of Francisco and all Bursts at income	
Section 5 - Department of Environmental Protection	
DEP Office:	
Print Name:	Title:
Signature:	Date:
[Approved / Denied] Comments	

Original gets mailed back to PWS; Copy to Certified Operator; Copy to Boston DEP; Copy for Regional DEP.

PWS Type	Seasonal Noncommunity
Treatment	None
Grade Operator Required	VSS

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

1 2 3	1 2 3
Be responsible for the day- to-day operation and	Be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
management of the public water system. Ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts. Inspect the source, storage facilities, and distribution system prior to start of season and at the end of	Record quantity of water pumped from source monthly Develop, implement, and keep up to date a distribution protection cross connection control program, a preventive maintenance schedule, an operation and maintenance
season. Inspect the water system monthly during the period that the system is in operation Test, flush, clean, and disinfect the water distribution	budget plan, an emergency response plan, a safety program, and a source protection program plan. Ensure the accuracy of water meters and other flow measuring devices annually or as necessary.
system and storage tanks when necessary. Develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution	Delineate the wellhead protection zone Identify all potential sources of contamination within the wellhead protection zone.
system, sample locations, and all other appropriate appurtenances. Collect and/or oversee the collection of water	Troubleshoot mechanical equipment, water quality and quantity problems, and take corrective actions as necessary Keep abreast of changes in the drinking water
samples as specified by DEP. Ensure that all samples are delivered to and analyzed	regulations Attend training programs and workshops for
by a Massachusetts certified laboratory. Report all results to DE P within the time frames	certification renewal as needed.
specified.	Accompany regulatory agencies during on-site inspections.
Conduct a sanitary survey of the public water system as specified by DEP Complete and submit to DEP the Annual Water	Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
Supply Statistical Report and all other required forms in a timely manner.	Discuss with the water consumers their concerns regarding the quality and quantity of drinking water they receive.
Notify DEP of violations and issue public notices when necessary.	Develop and maintain a complaint log book Keep accurate records and maintain a filing system
Review the sample monitoring schedule and locations annually.	for correspondence Develop, maintain and keep up to date a public water
Protect the water distribution system and storage facilities from corrosion effects.	system standard operational and maintenance manual that contains at a minimum a) the most recent version of 310 CMR
Observe pump motors to detect unusual noises, vibrations, or excessive heat on a routine basis.	22.00, Drinking Water Regulations; b) the Department's Guidelines and Policies for Public Water Systems; c) the Standard Manifesting Francisco and d) when a string the standard standa
Inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.	Monitoring Framework; and d) other pertinent correspondence or documents.
Be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.	

Estimated Time: The annual estimated time required to perform all the duties and responsibilities listed above is approximately 6 to 12 hours depending on the length of the season. Exceptions to the staffing requirements may be allowed by the Department. Contact your regional office for further information.

PWS Type	Seasonal Noncommunity
Treatment	Disinfection Process
Grade Operator Required	VSS

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

certified operator. Check box 3 when duties are shared.	
1 2 3 Be responsible for the day-to-day operation and management of the public water system Ensure the deliver of safe drinking water at all times by complying with the Drinking Water Regulations of	1 2 3 Be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.
Massachusetts.	Be present within 24 hours of fecal or second Total Coliform positive or other water system failures Record quantity of water pumped from source monthly.
Inspect the water system daily during the period that the system is in operation Measure and record the chlorine dosage daily making dosage adjustments as necessary Add chemicals when necessary and rotate stand-by	Develop, implement, and keep up to date a distribution protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, and a wellhead protection program plan Ensure the accuracy of water meters and other flow
pumps monthly. Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary. Develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system, sample locations, disinfection process, and all other appropriate	measuring devices as necessary. Delineate the wellhead protection zone. Identify all potential sources of contamination within the wellhead protection zone.
appurtenances. Collect and/ or oversee the collection of water samples as specified by DEP.	Troubleshoot mechanical equipment, water quality and quantity problems and take corrective actions as necessary Keep abreast of changes in the drinking water regulations.
Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory Report all results to DEP within the time frames specified.	Attend training programs and workshops for certification renewal when appropriate Accompany regulatory agencies during on-site inspections.
Conduct a sanitary survey of the public water system as specified by DEPComplete and submit to DEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.	Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion Discuss with the water consumers their concerns
Notify DEP of a violation and issue public notices when necessary Review the sample monitoring schedule and locations	regarding the quality and quantity of drinking water they receive Deep accurate records and maintain a filing system for correspondence.
annually. Protect the water distribution system and storage facilities from corrosion effects. Observe pump motors to detect unusual noises, vibrations, or excessive heat on a routine basis. Inspect, adjust, and clean pump seals, packing glands,	Develop, maintain and keep up to date a public water system standard operational and maintenance manual containing at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) the Department's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent documents.

Estimated Time: The annual estimated time required to perform all the duties and responsibilities listed above is approximately 180 to 360 hours. Exceptions to the staffing requirements may be allowed by DEP. Contact your regional office for further information.

and any mechanical seals when necessary.

Typical Duties and Responsibilities

PWSType	Seasonal Noncommunity
Treatment	Chemical Treatment
Grade Operator Required	VSS and T1

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the

1 2 3	1 2 3
Be responsible for the day- to-day operation and management of the public water system.	Be present during water system repairs and
Ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.	maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.
Inspect the source, storage, treatment process and	Be present within 24 hours of fecal or second Total
distribution system prior to start of season and at the end of season.	Coliform positive or other water system failures.
Inspect the water system daily during the period that the system is in operation.	monthly. Develop, implement, and keep up to date a distribution
Measure and record the chemical dosage daily making dosage adjustments as necessary.	protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, and a
Add chemicals when necessary and rotate stand-by pumps monthly.	wellhead protection program plan.
Test, flush, clean, and disinfect the water distribution	Ensure the accuracy of water meters and other flow measuring devices as necessary.
system and storage tanks when necessary.	Delineate the wellhead protection zone.
Develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system,	Identify all potential sources of contamination within the wellhead protection zone.
sample locations, disinfection process, and all other appropriate appurtenances.	Troubleshoot mechanical equipment, water quality and quantity problems and take corrective actions as necessary.
Collect or oversee the collection of water samples as specified by DEP.	Keep abreast of changes in the drinking water regulations.
Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.	Attend training programs and workshops for
	Accompany regulatory agencies during on-site inspections.
Conduct a sanitary survey of the public water system as specified by DEP.	Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely
Complete and submit to DEP the Annual Water Supply Statistical Report and all other required forms in a timely	fashion
manner Notify DEP of a violation and issue public notices	regarding the quality and quantity of drinking water they receive.
when necessary.	
Review the sample monitoring schedule and locations annually.	correspondence.
Protect the water distribution system and storage facilities from corrosion effects.	Develop, maintain, and keep up to date a public water system standard operational and maintenance manual containing
Observe pump motors to detect unusual noises, vibrations, or excessive heat on a routine basis.	at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) DEP's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework;
Inspect, adjust, and clean pump seals, packing glands,	and d) other pertinent documents.

Estimated Time: The annual estimated time required to perform all the duties and responsibilities listed above is approximately 180 to 360 hours. Exceptions to the staffing requirements may be allowed by DEP. Contact your regional office for further information.

and any mechanical seals when necessary.

PWS Type	Year Round Noncommunity
Treatment	None
Grade Operator Required	VSS

The contracted certified operator or system delegate (public water system owner or employee) under the certified opereator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

1 2 3	1 2 3
Be responsible for the day-to-day operation and management of the public water system.	Record quantity of water pumped from source monthly.
Ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts Inspect the water system monthly (source, storage and distribution).	Develop, implement, and keep up to date a distribution protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, a source protection program plan, and a standard operational plan for the public water system.
Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary Develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system, sample locations, and all other appropriate appurtenances Collect and/or oversee the collection of water samples as specified by DEP Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory Report all water quality results to DEP within the time frames specified Conduct a sanitary survey of the public water system as specified by DEP Complete and submit to DEP the Annual Water Supply Statistical Report and all other required forms in a timely manner Notify DEP of violations and issue public notices when necessary Review the sample monitoring schedule and locations annually Protect the water distribution system and storage facilities from corrosion effects Observe pump motors to detect unusual noises, vibrations, or excessive heat on a routine basis Inspect, adjust, and clean pump seals, packing glands,	for the public water system. Ensure the accuracy of water meters and other flow measuring devices annually or as necessary. Delineate the wellhead protection zone. Identify all potential sources of contamination within the wellhead protection zone. Troubleshoot mechanical equipment, water quality and quantity problems and take corrective actions as necessary. Keep abreast of changes in the drinking water regulations. Attend training programs and workshops for certification renewal as needed. Accompany regulatory agencies during on-site inspections. Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion. Discuss with the water consumers their concerns regarding the quality and quantity of drinking water they receive Develop and maintain a complaint log book Beep accurate records and maintain a filing system for correspondence. Develop, maintain and keep up to date a public water system standard operational and maintenance manual which contains at a minimum (a) the most recent version of 310 CMR
and any mechanical seals when necessary. Be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.	22.00, Drinking Water Regulations; (b) the Department's Guidelines and Policies for Public Water Systems; (c) the Standard Monitoring Framework; and (d) other pertinent correspondence or documents.
Be present within 24 hours of fecal or second Total Coliform positive or other water system failures.	

PWSType	Year Round Noncommunity
Treatment	Disinfection Process
Grade Operator Required	VSS

22.00, Drinking Water Regulations; b) the Department's

Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent documents.

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

certified operator. Check box 5 when duties are shared.	
1 2 3	1 2 3
Be responsible for the day-to-day operation and management of the public water system.	Be present during water system repairs and maintenance and/or oversee the maintenance of the public water
Ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.	system conducted by other individuals such as staff or contractors.
Inspect the water system daily (source, storage,	Be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
treatment and distribution).	Record quantity of water pumped from source monthly.
Measure and record the chlorine dosage daily making dosage adjustments as necessary.	Develop, implement, and keep up to date a distribution
Add chemicals when necessary and rotate stand-by pumps monthly.	protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, and a
Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.	wellhead protection program plan.
Develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system,	Ensure the accuracy of water meters and other flow measuring devices as necessary.
sample locations, disinfection process, and all other appropriate	Delineate the wellhead protection zone.
appurtenances. Collect or oversee the collection of water samples as	Identify all potential sources of contamination within the wellhead protection zone.
specified by DEP.	Troubleshoot mechanical equipment, water quality and
Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.	quantity problems and take corrective actions as necessary. Keep abreast of changes in the drinking water
Report all results to DEP within the time frames	regulations.
specified.	Attend training programs and workshops for certification renewal when appropriate.
Conduct a sanitary survey of the public water system as specified by DEP.	Accompany regulatory agencies during on-site
Complete and submit to DEP the Annual Water Supply	inspections.
Statistical Report and all other required forms in a timely manner. Notify DEP of a violation and issue public notices when necessary.	Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
Review the sample monitoring schedule and locations annually.	Discuss with the water consumers their concerns regarding the quality and quantity of drinking water they receive.
Protect the water distribution system and storage	Develop and maintain a complaint log book.
facilities from corrosion effects.	Keep accurate records and maintain a filing system for correspondence.
Observe pump motors to detect unusual noises, vibrations, or excessive heat routinely.	Develop, maintain and keep up to date a public water
Inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.	system standard operational and maintenance manual which contains at a minimum a) the most recent version of 310 CMR

PWS Type	Year Round Noncommunity
Treatment	Chemical Treatment
Grade Operator Required	VSS and T1

Monitoring Framework; and d) other pertinent documents.

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

1 2 3	1 2 3
Be responsible for the day-to-day operation and	Be present during water system repairs and maintenance and/or oversee the maintenance of the public water
management of the public water system. Ensure the delivery of safe drinking water at all times	system conducted by other individuals such as staff or contractors.
by complying with the Drinking Water Regulations of Massachusetts.	Be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
Inspect the water system daily (source, storage facilities, treatment process and distribution).	Record quantity of water pumped from source
Measure and record the chemical dosage daily making dosage adjustments as necessary.	monthly. Develop, implement, and keep up to date a distribution
Add chemicals when necessary and rotate stand-by pumps monthly.	protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget
Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.	plan, an emergency response plan, a safety program, and a wellhead protection program plan.
Develop and maintain for accuracy, a site plan	Ensure the accuracy of water meters and other flow measuring devices as necessary.
showing the water source, a map of the water distribution system, sample locations, disinfection process, and all other	Delineate the wellhead protection zone.
appropriate appurtenances.	Identify all potential sources of contamination within the well head protection zone.
samples as specified by DEP.	Troubleshoot mechanical equipment, water quality and quantity problems and take corrective actions as necessary.
Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.	Keep abreast of changes in the drinking water
Report all results to DEP within the time frames specified.	regulations Attend training programs and workshops for
Conduct a sanitary survey of the public water system	certification renewal when appropriate.
as specified by DEP Complete and submit to DEP the Annual Water	Accompany regulatory agencies during on-site inspections.
Supply Statistical Report and all other required forms in a timely manner.	Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
Notify DEP of a violation and issue public notices when necessary.	Discuss with the water consumers their concerns
Review the sample monitoring schedule and locations annually.	regarding the quality and quantity of drinking water they receive. Develop and maintain a complaint log book
Protect the water distribution system and storage facilities from corrosion effects.	Keep accurate records and maintain a filing system for correspondence.
Observe pump motors to detect unusual noises, vibrations, or excessive heat routinely.	Develop, maintain and keep up to date a public water system standard operational and maintenance manual which
Inspect, adjus,t and clean pump seals, packing glands, and any mechanical seals when necessary.	contains at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) the Department's Guidelines and Policies for Public Water Systems; c) the Standard

PWS Type	Small Community
Treatment	None
Grade Operator Required	VSS

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

certified operator. Check box 3 when duties are shared.	
1 2 3	1 2 3
Be responsible for the day- to-day operation and management of the public water system.	Be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
Ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.	Record quantity of water pumped from source monthly Develop, implement, and keep up to date a distribution
Inspect the source, storage facilities and distribution system monthly.	protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, a source
Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.	protection program plan, and standard operating plan for the system.
Develop and maintain for accuracy, a site plan showing the water source(s), a map of the water distribution system, sample locations, and all other appropriate appurtenances.	Ensure the accuracy of water meters and other flow measuring devices annually or as necessary Delineate the wellhead protection zone.
Collect and/or oversee the collection of water samples as specified by DEP.	Identify all potential sources of contamination within the wellhead protection zone.
Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.	Troubleshoot mechanical equipment, water quality and quantity problems, and take corrective actions as necessary.
Report all water quality results to DEP within the time frame specified.	Keep abreast of changes in the drinking water regulations.
Conduct a sanitary survey of the public water system as specified by DEP.	Attend training programs and workshops for certification renewal as needed.
Complete and submit to DEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.	Accompany regulatory agencies during on-site inspections.
Notify DEP of violations and issue public notices when necessary.	Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
Review the sample monitoring schedule and locations annually. Protect the water distribution system and storage	Discuss with the water consumers their concerns regarding the quality and quantity of drinking water they receive.
facilities from corrosion effects. Observe pump motors to detect unusual noises,	Develop and maintain a complaint log book Keep accurate records and maintain a filing system for correspondence.
vibrations, or excessive heat on a routine basis.	Develop, maintain, and keep up to date a public water system standard operational and maintenance manual that
Be present during water system repairs and maintenance and/or oversee the maintenance of the public water system	contains at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) the DEP's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring
conducted by other individuals such as staff or contractors.	Framework; and d) other pertinent correspondence or documents.

PWS Type	Small Community
Treatment	Disinfection Process
Grade Operator Required	VSS

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

certified operator. Check box 3 when duties are shared	d.
1 2 3	1 2 3
Be responsible for the day-to-day operation and management of the public water system Ensure the deliver of safe drinking water at all times by complying with the Drinking Water Regulations of	Be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.
Massachusetts. Inspect the water system daily (source, storage,	Be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
treatment, and distribution).	Record quantity of water pumped from source monthly.
Measure and record the chlorine dosage daily making dosage adjustments as necessary.	Develop, implement, and keep up to date a distribution protection cross connection control program, a preventive
Add chemicals when necessary and rotate stand-by pumps monthly.	maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, and a wellhead protection program plan.
Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.	Ensure the accuracy of water meters and other flow measuring devices as necessary.
Develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution	Delineate the wellhead protection zone.
system, sample locations, disinfection process, and all other appropriate appurtenances.	Identify all potential sources of contamination within the wellhead protection zone.
Collect or oversee the collection of water samples as specified by DEP.	Troubleshoot mechanical equipment, water quality and quantity problems and take corrective actions as necessary.
Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.	Keep abreast of changes in the drinking water regulations.
	Attend training programs and workshops for certification renewal when appropriate.
Conduct a sanitary survey of the public water system as specified by DEP.	Accompany regulatory agencies during on-site inspections.
Complete and submit to DEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.	Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely
Notify DEP of a violation and issue public notices when necessary.	fashion. Discuss with the water consumers their concerns regarding the quality and quantity of drinking water they receive.
Review the sample monitoring schedule and locations annually.	Keep accurate records and maintain a filing system for correspondence.
Protect the water distribution system and storage facilities from corrosion effects.	Develop, maintain and keep up to date a public water system standard operational and maintenance manual containing
Observe pump motors to detect unusual noises, vibrations, or excessive heat on a routine basis.	at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) DEP's Guidelines and Policies for
Inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.	Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent documents.

PWS Type	Small Community
Treatment	Chemical Treatment
Grade Operator Required	VSS and T1

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

certified operator. Check box 3 when duties are shared.	
1 2 3	1 2 3
Be responsible for the day- to-day operation and management of the public water system Ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of	Be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.
Massachusetts. Inspect the water system daily (source, storage facilities, treatment process, and distribution).	Be present within 24 hours of fecal or second Total Coliform positive or other water system failures Record quantity of water pumped from source monthly.
Measure and record the chemical dosage daily making dosage adjustments as necessary Add chemicals when necessary and rotate stand-by pumps monthly Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.	Develop, implement, and keep up to date a distribution protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan an emergency response plan, a safety program, and a wellhead protection program plan Ensure the accuracy of water meters and other flow
Develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system, sample locations, disinfection process, and all other appropriate appurtenances.	measuring devices as necessary. Delineate the wellhead protection zone. Identify all potential sources of contamination within the wellhead protection zone.
Collect and/or oversee the collection of water samples as specified by DEP.	Troubleshoot mechanical equipment, water quality and quantity problems, and take corrective actions as necessary.
Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.	Keep abreast of changes in the drinking water regulations.
	Attend training programs and workshops for certification renewal when appropriate.
Conduct a sanitary survey of the public water system as specified by DEP.	Accompany regulatory agencies during on-site inspections.
Complete and submit to DEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.	Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
Notify DEP of a violation and issue public notices when necessary.	Discuss with the water consumers their concerns regarding the quality and quantity of drinking water they receive.
Review the sample monitoring schedule and locations annually.	Develop and maintain a complaint log book Keep accurate records and maintain a filing system for
Protect the water distribution system and storage facilities from corrosion effects Observe pump motors to detect unusual noises, vibrations, or excessive heat on a routine basis Inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.	correspondence. Develop, maintain, and keep up to date a public water system standard operational and maintenance manual containing at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) DEP's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent documents.